



City of Hampton

PERSONNEL ADMINISTRATIVE PROCEDURES

DATE: November 29, 2001	CHAPTER 2	PAI No. 3
REFERENCES: Chapter 2, Section II	SUBJECT: Electronic Messaging and Internet Use	
<p>Failure to adhere to these policies and the guidelines below may result in suspension or revocation of the offender's privilege of network access by the City Manager as well as lead to disciplinary actions up to and including termination.</p> <p>Electronic Messaging (E-Mail and V-Mail) Use</p> <p>I. <u>Purpose:</u> This policy provides general guidelines for the use of the City of Hampton electronic messaging system. Department Directors may, at their discretion, establish additional policies governing use of these systems by that department's employees.</p> <p>It applies to internal e-mail, external e-mail sent or received via the network (including the Internet), and "phone" or voice mail. These guidelines do not supersede any state or federal laws, or any other city policies regarding confidentiality, information dissemination, or standards of conduct.</p> <p>II. <u>Appropriate Use:</u> The city's electronic messaging system, including all equipment and software used to provide that system, is city property. Use of the electronic messaging system should be for official city business.</p> <p>It is a general policy of the city that Internet access be used for city business purposes and in a responsible, efficient, ethical, and legal manner in accordance with the mission of the city.</p> <p>Access is established by the Department of Information Technology but it is to be determined, approved, managed, and monitored at the department level. Each department's management is responsible for ensuring proper and business-related usage by its employees. Information Technology can produce reports that provide the department management the data for monitoring misuse. Information Technology will be responsible for establishing the proper security scheme, monitoring usage, and notifying departments of suspected violations upon request.</p> <p>Information Technology does not monitor Internet access for all users, but can monitor individual users in the case of suspected abuse. Such monitoring can be done discreetly at the request of the employee's department management.</p> <p>III. <u>Confidentiality:</u> Employees should have no expectation of privacy regarding their use of the city's electronic messaging system and the content of messages transmitted through that system. All electronic messages (including voice mail) are subject to inspection and audit by the City Manager or his representatives at any time, with or without notice. Use of the city's electronic messaging system by an employee constitutes acceptance of the city's right to inspect and audit all electronic messages and consent to any inspections.</p> <p>IV. <u>Security:</u> Employees shall take reasonable and necessary precautions to prevent harm to the city's electronic messaging system that may result from inappropriate use of that system. Examples of such actions include, but are not necessarily limited to:</p>		
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- A. Opening a message from an unknown source (such messages often contain computer viruses and should be deleted immediately);
- B. Broadcasting long messages to large numbers of users during peak use periods;
- C. Allowing unauthorized parties to use the employee's workstation and/or electronic mail account. Employees who leave their workstations should ensure that the password protection feature of their screen saver is active or should logout from the network.

V. Retention of E-Mail, Records, & System Management

The Information Technology Department is responsible for the maintenance and management of the city's electronic messaging system.

Employees should not save or retain messages longer than necessary for appropriate business purpose.

Electronic mail sent within our internal mail system is not archived and is not intended to fulfill records retention law. Electronic mail received from the Internet is also not automatically archived. It is the responsibility of the account owner to ensure that all electronic mail pertaining to city business is properly archived in some other fashion, such as hardcopy.

VI. Restrictions:

1. The city's electronic messaging system shall not be used to send messages that contain text, image, or audio content that may reasonably be considered to be offensive or disruptive to any employee. Such content includes any material that may violate city policies governing appropriate conduct in the workplace. Use of the electronic messaging system to transmit messages that the recipient may find to be threatening, harassing, or otherwise objectionable is strictly prohibited.
2. The city's electronic messaging system shall not be used for personal commercial activities including, but not limited, to commercial solicitation of business.
3. Private e-mail services (such as "hot-mail" and "yahoo" e-mail) present security risks to the city's network infrastructure and are therefore forbidden from use. City employees may not use such systems in lieu of or in addition to the city's official e-mail system.
4. The city's electronic messaging system shall not be used for any personal political purpose.
5. Employees shall not subscribe to mailing lists or to other mail services that are not reasonably related to the performance of their assigned duties.
6. Employees who participate in electronic discussions (list servers, newsgroups, etc.) should, unless specifically authorized to speak on behalf of the City of Hampton on a particular issue, include with each posted message a disclaimer indicating that opinions expressed in the message are those of the author and do not necessarily represent a policy of the City of Hampton.
7. Employees should adhere to common and customary standards of courtesy and etiquette when using the city's electronic messaging system, including timely and appropriate response to electronic messages.



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8. Employees shall not use the city's electronic messaging system to violate any state or federal statute, any city ordinance, or any city policy that may be applicable to use of that messaging system.
9. Employees shall not distribute city-wide or other system distribution lists of city employee e-mail addresses to third parties under any circumstances.
10. Employees should use city-wide distribution lists for city business purposes only.

Internet Use

- I. Purpose: The City of Hampton recognizes that access to the Internet is a valuable and useful tool for its employees. This policy provides guidelines for the use of the Internet by city employees. It does not supersede or limit any state or federal laws, nor any other agency policies regarding confidentiality, information dissemination, or standards of conduct.
- II. Appropriate Use: The City of Hampton Internet access system is city property. City employees are permitted to access the Internet as may reasonably be required for the performance of their assigned duties.
- III. Confidentiality: Employees should have **no** expectation of privacy regarding their use of the city's Internet access system. All Internet-related activity, including the identity of each user and the sites visited by each user, are recorded in the Information Technology Department. Log records are subject to inspection and audit by the City Manager or his representatives at any time, with or without notice. Use of the city's Internet access system by an employee constitutes acceptance by that employee of the city's right to inspect and audit Internet-related activity and consent to any such inspection.
- IV. Restrictions:
 1. The city's Internet access system shall not be used to download, post, or share any racist, sexist, threatening, sexually-explicit, or otherwise objectionable material (i.e., visual, textual, or auditory). Such content includes any material that may violate city policies governing appropriate conduct in the workplace.
 2. The city's Internet access system shall not be used for personal commercial activities including, but not limited to, commercial solicitation of business.
 3. The city's Internet access system shall not be used for personal political purposes.
 4. Employees shall not subscribe to mailing lists or mail services strictly for personal use and should not participate in electronic discussion groups (i.e., list server, Usenet, news groups, chat rooms) that may not reasonably be related to the performance of their assigned duties.
 5. Employees shall not intentionally use Internet facilities to disable, impair, or overload the performance of any computer system or network, or to circumvent any system intended to protect the privacy or security of another user.



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6. Employees shall use reasonable care when downloading executable program files from the Internet, and should check each such file for virus infection before executing the downloaded program.
7. Employees shall not use the city's Internet access system to violate any state or federal statute, any city ordinance, or any city policy that may be applicable to use of that access system. Employees shall not use material acquired through the Internet access system in any manner that may violate copyright protection that may apply to that material.
8. Employees shall not use the Internet for "online radio", "Napster", or other similar Internet sites or related software designed for entertainment purposes. Such use creates unnecessary bottlenecks for other users, uses large portions of available bandwidth, and reduces network performance.

Establishing Accounts

Internet and e-mail access will be granted to an employee only as a condition of employment with the agency or department director who granted permission for such access. If an employee should transfer to another department or agency, access will be suspended and can only be re-instated upon written approval by the director of the new department or agency. It is the responsibility of both the department and the employee to notify the Network Administrator when a change in employment status is being made.

Termination of Accounts

It is the department's responsibility to ensure that accounts are terminated on a timely basis.

Termination of Network Accounts: Departments will follow these procedures to ensure that network and electronic mail accounts are deactivated upon termination of employment.

- a. The department will notify Information Technology Technical Support at least five (5) working days prior to the employee's last day on the job. Exceptions due to terminations or disciplinary actions will be handled on a case-by-case basis and should be reported to the Director of Information Technology for immediate attention.
- b. Information Technology will notify the department when deactivation of accounts is complete.